

One Call Now (OCN) Training Reference Guide

This hour-long training provides instructions on logging in, how to interpret OCN reports, how to create and send ad hoc messages via their website and phone system, and OCN customer support. For best resolution view the training in full screen. For quick reference, click the links below to navigate to the following topics:

[Options for sending a message](#)

Note* Choose informational message sent to contacts

[Selecting the type of messages to go out](#)

Note* Select only text or phone messages – not email. Most of the time, select both text and phone.

[Creating a phone message using text to speech](#)

Note* If using text to speech, type in the message and then select the voices of Isabella and Adam, they are best. Always listen to the message. Text to speech may need to be slowed or some words spelled phonetically for correct pronunciation.

[Creating a phone message using the Audio Library](#)

Note* Record your own audio file through a computer microphone and then upload it. Or call the phone number on the site and follow the prompts to create a recording over the phone.

[Create text message notifications](#)

Note* Watch for character limits.

[Selecting your contacts](#)

Note* You can create subgroups, you can send to all members or you can select individual members. (Click [here](#) for a further description of subgroups at a later point in the training).

[Schedule and send messages](#)

Note* You can define state and end times and save messages for a later date.

[Sending a message using your phone](#)

Note* You record the audio file over the phone, and then send it through prompts provided on the phone. You can send to all contacts, but if you want to send to a subgroup, it must already be created. You cannot create subgroups from the phone. These are only for voice messages, not texts.

[Understanding Message reports](#)

Note* Summary reports are emailed to local agency administrative contacts, but can also be viewed by logging into the website.

Define messengers

Note* Messengers are those who have access to the account and can send messages.

How to use a canned call

Note* If there are a lot of recipients, this might require exporting a participant list into a csv. file and importing that list of names and numbers into the *send message* screen.

Help and support resources